

Notice on Using Self-service Gates at Hong Kong West Kowloon Station

Self-service Gates with facial recognition technology are available at Level B1 of Hong Kong West Kowloon Station to conduct the mandatory identity verification procedure under the Real Name Ticket Policy. You may choose to use the Self-service Gates or the Staff Assistance Counters to complete the concerned procedure.

Self-service Gates will (1) access the facial image stored in your identification document (“facial template”), and (2) capture the live facial image of your face. Your identity will be verified upon comparison of the facial template and your live image. Once the verification is completed, both the facial template and live image will be permanently deleted. There will be no storage nor transfer of your facial template and the live image to any other equipment or third party under any circumstances.

If you do not wish to give access to your facial template or have your live image captured, please use the Staff Assistance Counters to complete the identity verification process.

For any enquiries, please contact our Service Hotline on 2120 0888.